



U.S. Department of Commerce

HUMAN RESOURCES SUMMIT

‘The Changing Faces of Human Resources for HR Professionals’

February 8, 2006

Hosted by the
Office of the Secretary
Office of Human Resources Management



U.S. Department of Commerce

Human Resources Competencies

Presented by
Felicia A. Purifoy

Agenda



- Chief Human Capital Officer (CHCO) - Roles and Responsibilities
- President's Management Agenda - What is it?
- Human Resources Management Competency Model

Learning Objectives



- Define the role of the Chief Human Capital Officer Council
- Define the President's Management Agenda
- Become familiar with the nine total competencies for HR Management Specialist

Chief Human Capital Officer Council



Why was the CHCO Council Established?

- The *Chief Human Capital Officers Act of 2002*, enacted as part of the *Homeland Security Act of 2002* (Pub. L. No. 107-296) on November 25, 2002, required the heads of 24 Executive Departments and agencies to appoint or designate Chief Human Capital Officers (CHCOs).
- The CHCO Act also established a Chief Human Capital Officers Council to advise and coordinate the activities of members' agencies on such matters as the modernization of human resources systems, improved quality of human resources information, and legislation affecting human resources operations and organizations.
- The Department's CHCO is Mr. Otto J. Wolff. The CHCO Council meets regularly to introduce, discuss, and/or make decisions on Human Resources initiatives and programs.

President's Management Agenda

- The Office of Personnel Management holds each Federal agency/department accountable for meeting the standards that are outlined in the President's Management Agenda.
- The President's Management Agenda, announced in the summer of 2001, is an aggressive strategy for improving the management of the Federal government. It focuses on five areas of management weaknesses across the government where improvements and the most progress can be made.
 - Strategic Management
 - Competitive Sourcing
 - Improved Financial Performance
 - Expanded Electronic Government
 - Budget and Performance Integration



How Were the Competencies Decided?

In summer 2005, a working group was formed consisting of:

- CHCOs
- HR Directors and
- HR practitioners from various Federal agencies



CHCO Council Human Resources Management Competency Model

The CHCO Council Human Resources Management Competency Model consists of nine competencies organized in four areas:

- HR Technical
- People
- Consulting
- Analytical



HR Technical



Technical Competence

One who uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; and advises others on technical issues.

- HR Specific Technical Competence
- Compensation
- Employee Development
- HR Information Systems
- Performance Management
- Workforce Planning
- Classification
- Employee Benefits
- Employee Relations
- Labor Relations
- Recruitment/Placement

Legal, Government, and Jurisprudence

Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the political process.

People



Interpersonal Skills

Shows understanding, courtesy, tact, empathy, concern; develops and maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds and situations, is sensitive to individual differences.

Teamwork

Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit; works with others to achieve goals.

Consulting



Customer Service

Works with customers to assess needs, provide assistance, resolve problems, satisfy experience, knows products and services; is committed to providing quality products and services.

Client Engagement/Management (Organizational and Development)

Knowledge of the principles of organizational development and change management theories, and their applications.

Knowledge of the Agency's Business (Organizational Awareness)

Knows the organization's mission and functions, and how its social, political, and technological systems work and operates effectively within them; this includes the programs, policies, procedures, rules, and regulations of the organization.

Analytical



Project Management

Knowledge of the principles, methods, or tools for developing, scheduling, coordinating, and managing projects and resources, including monitoring and inspecting costs, work and contractor performance.

Problem Solving

Identifies problems, determines accuracy, and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

How Will I Be Assessed?



All competencies will be assessed using a 5-point proficiency scale as defined below:

- Level 5 — Expert
- Level 4 — Advanced
- Level 3 — Intermediate
- Level 2 — Basic
- Level 1 — Awareness

Summary



By now, you should be able to:

- Define the role of the Chief Human Capital Officer Council
- Define the President's Management Agenda
- Identify the nine competencies for HR Management Specialist

What's on the Horizon



Late February 2006

- OPM will deploy the final assessment tool

April 2006

- Agencies must complete their assessment of HR specialist

Ongoing

- HR management will develop strategies for closing competency gaps

Where to Get More Information



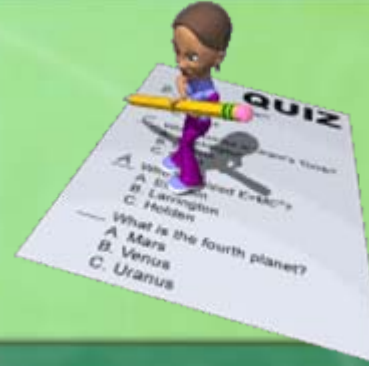
Contact your:

- HR Management Team
- Bureau Human Capital Representative

Additional Resources

- President's Management Agenda @ <http://www.whitehouse.gov/omb/budintegration/pma>
- CHCO website @ <http://www.chcoc.gov>
- OHRM website @ <http://ohrm.os.doc.gov>
- Felicia A. Purifoy
Office of Human Resources Management
Director, Office of Policy and Programs
fpurifoy@doc.gov
(202) 482-5291

Quiz



The acronym CHCOC stands for:

- Chief Human Customer Officer Council
- Chief Human Capital Officer Council
- Chief Human Capital Officer Committee

The Human Resources Management Competency Model consists of _____ competencies organized in _____ areas.

- 6 and 3
- 10 and 4
- 9 and 4

The technical competencies for HR Specialist (201) are:

- Technical Competence
- Classification
- Legal, Government, and Jurisprudence
- HR Information Systems
- Recruitment/Placement
- Performance Management
- Teamwork
- Client Engagement/Management (Organizational Development)
- Interpersonal Skills
- Labor Relations
- Knowledge of the Agency's Business (Organizational Awareness)
- Project Management
- Problem Solving

How many levels exist on the proficiency scale?

- 3
- 5
- 7

Match each proficiency to the appropriate level

- Level 5 Intermediate
- Level 4 Basic
- Level 3 Awareness
- Level 2 Expert
- Level 1 Advanced

